

# Workers' Compensation Commission

## MISSION

The Maryland Workers' Compensation Commission seeks to secure the equitable and timely administration of the provisions of the Maryland Workers' Compensation Law on behalf of its customers, the injured workers and their employers, by providing an efficient and effective forum for the resolution of individual claims.

## VISION

The Maryland Workers' Compensation Commission envisions a State wherein injured workers and employers are empowered to create an equitable partnership to facilitate prompt and fair resolution of workers' compensation matters.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

**Goal 1. Improve the effectiveness and timely delivery of services provided to customers of the Workers' Compensation Commission.**

- Obj. 1.1** Maintain setting 90 percent or more of all non-permanency hearings within 60 days of the date when issues are filed.
- Obj. 1.2** Maintain a conformance rate of at least 95 percent for the issuance of Commission Orders within 30 days after the conclusion of a hearing.
- Obj. 1.3** Maintain an average of no more than 10 days between the hearing date and the first award issued by the Commission.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of non-permanency hearings set	22,868	21,405	16,358	22,766	21,193	22,800	22,800
Percent of non-permanency hearings set within 60 days	85.9%	88.7%	38.7%	67.6%	95.1%	95.1%	95.1%
Number of Commission Orders issued	14,995	11,105	10,883	13,178	12,410	14,500	14,500
Percent of Orders issued within 30 days of hearing	99.6%	99.5%	99.4%	99.5%	99.5%	99.5%	99.5%
Number of awards ordered post-hearing	14,935	11,048	10,822	13,111	12,351	14,500	14,500
Average number of days between hearing date and award issued	8	6	6	4	6	6	6